Yale Wang 499 33rd Ave San Francisco CA 94121

Sep 18th 2018

Via ECFS Marlene H. Dortch, Secretary Federal Communications Commission 445 12th Street, S.W. Washington, D.C. 20554

Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to 47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1

Dear FCC,

I rely on high speed broadband at home for entertainment, security, and my work in a technology startup. I had been a Comcast subscriber for many years - not because I liked their service, but because they were the only option available for the speeds I need. Because of that limited choice, I've had to put up with poor customer service, increasing prices, limits on my usage, and had to play their games with bundles and temporary promotions.

I've recently moved and are now taking advantage of the availability of Sonic's residential fiber gigabit internet service. It's a breath of fresh air. Their plans are simple, installation was on time, customer service is easy to deal with, and the internet service is just plain better in every way. And the pricing's better too!

I was actually a Sonic DSL customer 10 years ago until a move forced me to move to Comcast. I'm glad to see that they've had enough support to grow in size and offerings to compete with their own gigabit service. We need these small businesses throughout the country to keep the market competitive and force innovation. Without such competition people are left with little or no choice but to be a captive customer to a company that isn't motivated enough to do better.

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